



Web Committee Readies Intranet Rollout

By Melissa A. Berman

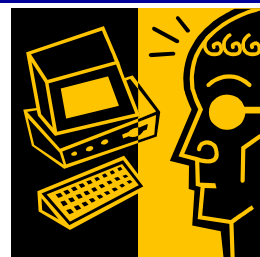
The redesign and expansion of the Massachusetts Court Intranet Web Site is slated for unveiling in July, according to the Trial Court Web Site Oversight Committee. Eventually, the web site will include commonly used forms, courthouse operations and contact information, jury information, and much more in a simple, easy to access format. The intranet site, as well as an internet web site scheduled for release later this year, will make daily use of the computer a relevant and helpful activity for court employees.

"The intranet site will make it easier for employees to find and use forms, to locate other employees and to share ideas or ask questions regarding operational issues," according to Trial Court Executive Director Lynne G. Reed, Chair of the Web Committee. "We plan to build on the initial intranet site that will be released in July to meet the needs of judges, clerks and employees," said Reed. The Web Committee welcomes suggestions, comments and concerns to help build a better web site. Court employees may send their comments to the Webmaster at webmaster@jud.state.ma.us. "Once the initial change is made to the new intranet site, we really will appreciate feedback and suggestions to expand and improve the site," noted Ms. Reed.

The initial version of the intranet site to be unveiled in July will include the outline, or matrix, of the entire web site. "Most of the pages will be labeled 'Under Construction'," observed Webmaster Kevin Buckley, "until we can finish adding information to the site. We felt it was important for employees to see the outline of the entire site to help focus suggestions in specific areas for improvement." After the intranet site is released, the Web Committee will turn its attention to the internet web site. "Once we have the benefit of suggestions from judges, clerks and staff for our internal site, we will seek suggestions from the bar and public regarding our external internet site," said Web Committee member Judge Anthony Nesi, IT Project Director. The internet web site will include only information appropriate for public view. To date, almost half of all judges and nearly one-quarter of all clerks have submitted biographical information for inclusion in the internet web site.

Chief Justice Dortch-Okara Announces Trial Court's Plan to Build its Comprehensive, Statewide Case Management System

By Denise Queally, Esq.



Chief Justice Barbara A. Dortch-Okara recently accepted the Project Advisory Board's recommendation to build a statewide, comprehensive case management system for the Trial Court using the services of Deloitte Consulting. "This decision comes after considerable thought on my part," said Chief Justice Dortch-Okara. "I also solicited and received comment from the Project Steering Committee, the Justices of the Supreme Judicial Court and an independent consultant. I thank the members of the Project Advisory Board for their sound advice and for their dedication to the goals of the IT Project."

In connection with the build course of action, the Chief Justice also adopted the Project Advisory Board's further recommendation that the Trial Court enhance the capability of the Information Technology Department to oversee the progress of the IT Project. In fact, Chief Justice Dortch-Okara has already taken affirmative steps toward fulfilling this recommendation by hiring Maureen W. Chew, IT Project Manager. The IT Project Team is in place and will take the steps necessary to fulfill the Chief Justice's mandate.

"I have no doubt that the Trial Court's automation effort will succeed in producing a fully integrated Trial Court and streamlining the administration of justice even beyond our courthouse doors," emphasized Chief Justice Dortch-Okara. "I urge judges and staff to support the IT Project and to participate fully in this exciting endeavor."



COMMENTS FROM

Judge Herman J. Smith, Jr.

**Chair of the IT Project
Advisory Board**

A few weeks ago, I walked into the office of the session clerk and saw a sight that warmed my heart. Two clerks were huddled in front of the desk top computer. One clerk was standing and staring at the screen over the shoulder of the seated clerk. They were talking about something being displayed on the screen. As the clerk who was standing spoke and pointed at the screen, the seated clerk typed or moved his mouse as directed. The exercise did not last long (perhaps because my entering the office interrupted it) but the seated clerk was quite pleased with himself at its conclusion.

I could not resist asking what was going on. It turns out that one clerk took to the Superior Court Forecourt Vision case management system like a fish to water. He was not content merely to learn how to perform the basic data input and retrieval functions to efficiently use the software. Rather, he took it upon himself to learn as much about the software as he could. During our conversation it was apparent to me that this clerk's knowledge of certain aspects of Forecourt Vision went well beyond what was taught at the training sessions all staff received.

On the other hand, the seated clerk was far less comfortable with the technology. Yet a wonderful thing happened. As his self-taught colleague patiently showed him "neat" tricks and efficient methods in using the software, the less enthusiastic clerk's eyes lit up. If I remember correctly, one of the tricks was a simple way to generate a report which would be useful to both the session clerk and the presiding judge. The tutorial which his friend gave him helped him to become more comfortable with the computer and the software—not only more comfortable but enthusiastic about using the computer.

What I witnessed is a microcosm of what is happening and will increasingly occur in offices across the Trial Court as technology use expands. Those staff people who really "get into technology" will become the tutors to those who are more tentative about it. These self-taught experts will not replace the formal training all staff need. They will, however, supplement it. Moreover, as people share their discoveries, there will be a cross fertilization of ideas on how to get more out of the software. In the end the users will enhance the functionality of the application either directly or by sharing their ideas with the developers. This is as it should be.

L ook whose Coming and Going . . .

Please Welcome:



Maureen W. Chew
IT Project Manager

Although a newcomer to the Trial Court, Maureen Chew comes to the Project Manager position most recently as the Executive Director of the Criminal History Systems Board (CHSB). As Director, Ms. Chew focused upon enhancing and stabilizing the technology platform of the Criminal Justice Information System (CJIS), migrating diverse databases into comprehensive tools for the criminal justice agencies and managing the flow of CORI information to certified users and agencies. Over the past two years, Ms. Chew oversaw the re-licensing of all Firearms Identification Card (FID) and License to Carry (LTC) applications mandated by the Gun Control Act of 1998, the spin-off of the Sex Offender Registry Board from CHSB and the remediation of over two million lines of program code for Y2K.

Prior to the CHSB assignment, Ms. Chew was a Senior Staff member of the Executive Office of Administration and Finance's Information Technology Division. "I devoted almost two years to the passage of the IT2 Capital Bond and subsequently managed the rollout of the early projects. I have seen what critical success factors must be in play for large IT projects to succeed," says Ms. Chew. As part of the team that recommended capital project funding to the Legislature, she was very interested in the planning and implementation of the Trial Court IT project and how it would influence other technology projects in development.

Overall, Ms. Chew believes that communication is paramount to success in any project but sees it as being particularly critical at the Trial Court. She sees a great deal of commonality among many of the Trial Court departments that can be capitalized upon as new applications are rolled out. "I very much look forward to this unique opportunity. To be able to play a key role in the statewide effort of automating the Trial Court was something I couldn't pass up and I am very happy to be part of the Project Management Team. I have been im-

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pressed with what has been implemented in the Bas

COT applications and expect the momentum to continue as we move toward a comprehensive, statewide case management system. Many of the automation efforts that are being made in the public safety and law enforcement areas could enhance and further the activities in or at the Trial Court, for example the Electronic Application for Criminal Complaint (EACC) application. The cooperation and support from the Boston Municipal Court, the Suffolk County District Attorney's Office and the Boston Police Department have been encouraging and will go far to foster other like relationships."

Please Also Welcome:

- Elizabeth (Liz) Neto – User Support Analyst
- John Calis – User Support Analyst; based in Fall River with Rui Silva
- Dennis Roach – User Support Analyst
- Jenniefer Graziano – Lead User Support Analyst
- Evie Snow – Associate User Support Analyst
- Sharon Neal – Associate User Support Analyst

And Say Goodbye to:

- Daniel McLane – Lead Network Administrator

YEAR END BIG BUY



The FY2000 year-end IT purchases now total over 212 individual requests from courts for more than 1,200 desktop computers and 600 printers. Dell will deliver most of the items the week of June 12-16. Overall, the Trial Court will spend about \$2.9 million for the equipment – over 1,000 new network drops, additional network hardware required to support the devices, and training for over 700 people.

Diane Talpey, assisted by Terri McBurnie, have guided the IT Department's efforts to make this year-end purchase possible. Their ability to marshall the vendors and staff involved in this project and their willingness to work late and, when necessary, on weekends has meant the difference between success and failure in this huge undertaking.

Trial Court Technology Initiatives and Law Enforcement

By John P. Cloherty



Chief Justice for Administration and Management Barbara A. Dortch-Okara at the April 26 Chiefs of Police Spring Conference

On April 26, 2000, Chief Justice for Administration and Management Barbara A. Dortch-Okara appeared as the luncheon speaker at the Spring Conference of the Massachusetts Chiefs of Police Association in Leominster, Massachusetts, presenting a speech on "Technology Initiatives in the Courts that Affect Law Enforcement." The Chief Justice's appearance marked the first time in the association's history that a Chief Justice has volunteered the time to come to an association meeting.

During her presentation, the Chief Justice reminded the Chiefs of Police that Massachusetts' Warrant Management System (WMS) is the only statewide, real-time warrant management system in the country and invited the chiefs to ensure that the courts promptly update warrant information upon receipt from any law enforcement agency. The Chief Justice also encouraged the chiefs of police to contact John Cloherty of the Administrative Office of the Trial Court for assistance in getting a court to enter or update warrant information.

Chief Justice Dortch-Okara updated the Chiefs of Police on continuing efforts within the Trial Court to review legacy warrants and, when appropriate, enter them in the WMS. According to the Chief Justice, the number of legacy warrants

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Q & A WITH THE WEBMASTER

Question: I have submitted feedback to the webmaster through the email link on the Intranet Home Page. What happens to my suggestions, comments and criticisms? Is my feedback a waste of time?

Answer: It certainly is not a waste of time. Every email is personally answered by the web master. He has logged over 200 suggestions, comments and criticisms. A summary of each email is recorded on a master spreadsheet and distributed to the nine members of the Web Site Oversight Committee for review. All feedback has served as a basis for developing our master plan in redesigning the Intranet and Internet web sites. It continues to be the best way to determine the likes and dislikes of the Trial Court community at large.

Question: How is a web page updated with time sensitive material?

Answer: When notified of a change, the webmaster opens the HTML (Hyper Text Markup Language) document on his local computer. He edits the page using a web authoring program. Once finished editing the page, he transfers the web page from his local computer to the web server through a process called "FTP", or File Transfer Protocol. Most changes take effect within minutes. Users can see changes that have been made during the day by clicking "Reload" in the browser window.

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which remain to be entered into the WMS continues to decrease. To further address the legacy

warrant issue, the Chief Justice announced that she has established a Legacy Warrants Committee, chaired by John Cloherty, to develop guidelines for courts to follow in reviewing and eliminating legacy warrants.

With regard to other technological developments within the Trial Court, Chief Justice Dortch-Okara described a project undertaken by Deloitte Consulting and the Trial Court to develop an Electronic Application for Criminal Complaint (EACC) system which captures information directly from computerized police departments and prosecutors and presents the clerk magistrate with the resulting application for complaint. The EACC also electronically feeds granted applications into BasCOT Criminal.

Administrative Office of the Trial Court



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Making IT Happen

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I.T. Support Services are available to any Trial Court Employee or Judge and can be obtained by calling (617) 742-8383, extension 245.

